

**Declaration and Power of Attorney for  
Patent Application**

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name; I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled

**METHOD AND APPARATUS FOR SKILLS-BASED TASK ROUTING**

the specification of which (check one)



is attached hereto.



was filed on \_\_\_\_\_ as Application Serial No. \_\_\_\_\_.

I hereby state that I have reviewed and understand the contents of the above- identified specification, including the claims, as amended by any amendment referred to above.

I acknowledge the duty to disclose information which is material to the patentability of this application in accordance with Title 37, Code of Federal Regulations, §1.56.

I hereby claim foreign priority benefits under Title 35, United States Code, §119 of any foreign application(s) for patent or inventor's certificate listed below and have also identified below any foreign application for patent or inventor's certificate having a filing date before that of the application on which priority is claimed:

Prior Foreign Application(s): Number	Country	Day/Month/Year	Priority Claimed
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I hereby claim the benefit under Title 35, United States Code, §120 of any United States application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United States Code, §112, I acknowledge the duty to disclose information material to the patentability of this application as defined in Title 37, Code of Federal Regulations, §1.56 which occurred between the filing date of the prior application and the national or PCT international filing date of this application:

Prior U.S. Applications: Serial No.	Filing Date	Status
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I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

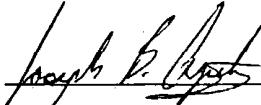
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As a named inventor, I hereby appoint the following attorneys and/or agents to prosecute this application and transact all business in the Patent and Trademark Office connected therewith:

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(1) Inventor: Joseph B. Agusta

Signature: 

Date 12/3/1999

Residence: 105 Macrae Court  
Chapel Hill, North Carolina 27516

Citizenship: United States

Post Office  
Address: Same

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**STATEMENT UNDER 37 CFR 3.73(b)**

Applicant/Patent Owner: International Business Machine Corporation

Application No./Patent No.: 09/455,088 Filed/Issue Date: 12/06/1999

Entitled: Method and Apparatus for Skills-Based Task Routing

Genesys Telecommunications Laboratories, Inc., a Corporation

(Name of Assignee)

(Type of Assignee, e.g., corporation, partnership, university, government agency, etc.)

states that it is:

- the assignee of the entire right, title, and interest; or
- an assignee of less than the entire right, title and interest.

The extent (by, percentage) of its ownership interest is \_\_\_\_\_ %

in the patent application/patent identified above by virtue of either:

A. [ ] An assignment from the inventor(s) of the patent application/patent identified above. The assignment was recorded in the United States Patent and Trademark Office at Reel \_\_\_\_\_, Frame \_\_\_\_\_, or for which a copy thereof is attached.

OR

B. [ ] A chain of title from the inventor(s), of the patent application/patent identified above, to the current assignee as shown below:

1. From: Joseph B Agusta To: International Business Machines Corporation

The document was recorded in the United States Patent and Trademark Office at Reel 010477, Frame 0440, or for which a copy thereof is attached.

2. From: International Business Machines Corporation To: Genesys Telecommunications Laboratories, Inc.

The document was recorded in the United States Patent and Trademark Office at Reel 012551, Frame 0739, or for which a copy thereof is attached.

3. From: To:

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[ ] Additional documents in the chain of title are listed on a supplemental sheet.

[ ] Copies of assignments or other documents in the chain of title are attached.

[NOTE: A separate copy (i.e., the original assignment document or a true copy of the original document) must be submitted to Assignment Division in accordance with 37 CFR Part 3, if the assignment is to be recorded in the records of the USPTO. See MPEP 302.08]

The undersigned (whose title is supplied below) is authorized to act on behalf of the assignee.

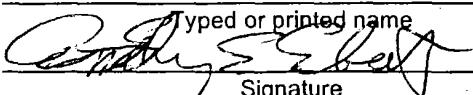
MAY - 3 2002

Date

Anthony E. Ebert  
Director of Intellectual Property  
Genesys Telecommunications Labs, Inc.

Anthony E. Ebert

Typed or printed name



Signature

Director of Intellectual Property

Title

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PTO/SB/81 (02-01)

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## POWER OF ATTORNEY OR AUTHORIZATION OF AGENT

Application Number	09/455,088
Filing Date	12/06/1999
First Named Inventor	Joseph B Agusta
Title	Method and Apparatus for Skills-Based Task Routing
Group Art Unit	2742
Examiner Name	NA
Attorney Docket Number	RSW9-99-094

I hereby appoint:

 Practitioners at Customer Number

24739



OR

 Practitioner(s) named below:

Name	Registration Number

PATENT TRADEMARK OFFICE

as my/our attorney(s) or agent(s) to prosecute the application identified above, and to transact all business in the United States Patent and Trademark Office connected therewith.

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I am the:

 Applicant/Inventor. Assignee of record of the entire interest. See 37 CFR 3.71.

Statement under 37 CFR 3.73(b) is enclosed. (Form PTO/SB/96).

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### SIGNATURE of Applicant or Assignee of Record

Name

Anthony E. Ebert

Signature

Anthony E. Ebert

Director of Intellectual Property

Genesys Telecommunications Labs, Inc.

Date **MAY - 3 2000** NOTE: Signatures of all the inventors or assignees of record of the entire interest or their representative(s) are required. Submit multiple forms if more than one signature is required, see below\*. \*Total of \_\_\_\_\_ forms are submitted.

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